COMMUNITY HOMELESSNESS REPORT SUMMARY

Kingston, Ontario

2023-2024

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

This is a summary of the CHR for the 2023-24 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:
• meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
• community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
• an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).
If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Not yet
→ HMIS:	Yes
→ Outcomes-Based Approach:	Not yet

Describe this collaboration in more detail.

Collaboration with Indigenous partners has been ongoing for several years including with Elders and advisory committees, however, there are only a few Indigenous-led service providers within Kingston and they have not been funded through Reaching Home (FH) (which requires Coordinated Access participation), therefore have not yet been integrated into the Homeless Individuals and Families Information System (HIFIS)/CA system. There is Indigenous representation on our CAB as well as on other homelessness-focused committees, like our community's HCIC and its sub-committees that are focused on development of a Medical and Mental Health Care Centre and an Indigenous Care Centre.

Individuals who identify as Indigenous are a priority group within the Coordinated Access system and are a sub-population being tracked in our Built For Zero dashboard. To better serve the unhoused Indigenous populations, an Indigenous-focused outreach worker position through Home Base Housing was estabilished in the Fall of 2021 with RH funding. We also collaborate with Indigenous organizations like Tipi Moza Iron Homes and Kingston Native Centre and Language Nest (KNCLN), which has recently been ratified as a Friendship Centre under the Ontario Federation of Indigenous Friendship Centres.

Though Indigenous organizations do not enter directly into HIFIS, they do refer into HIFIS and coordinated access. Expansion of the Housing First purview included two (2) Indigenous-focused Housing First Workers recently hired by Salvation Army Community & Family Services.

The CE has developed a strong partnership with the KNCLN through provision of previous one-time United Way grants to support the establishment and organizational development of the agency and its programs. KNCLN was also approved as a United Way Partner Agency in 2024, in alignment with meeting Program Funding criteria to provide preventative services for current and emerging issues, with a focus on serving a vulnerable population using an equity lens.

Describe how this collaboration will happen over the coming year in more detail.

Meaningful collaboration with Indigenous-led organizations and populations is a priority and while work continues to focus in this regard, human resources for the organizations, as well as at the Service Manager level due to recent restructuring and staffing changes, have been over-burdened during the past year with the provision of direct service delivery. Going forward in the coming year, there is a plan to meet more frequently with Indigenous-led organizations, improve the education level of Service Manager staff and continue to look for ways to partner and connect on new opportunities.

| a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous organizations, including those that sit on your CAB? | No |

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment
Section 2 Summary Tables
The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS under the 2019-2024 Reaching Home funding cycle.

	Completed	Started	Not Yet Started
Number of minimum requirements	18	0	0

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

Governance and Partnerships	HMIS	Access Points to Service	Triage and Assessment	Resource Inventory	Vacancy Matching and Referral with Prioritization
100%	100%	100%	100%	100%	100%

Section 2 Summary Comment
Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.
The CE and the Service Manager are working together to finalize the Coordinated Access Guide with input from the service providers. A training plan will be developed for any changes to be communicated. The Service Manager is currently onboarding the only shelter left in Kingston that is not using HIFIS (HMIS used locally). Discussions are underway with respect to onboarding transitional/supportive housing providers into HIFIS. Reaching Home funded service providers are participating in Coordinated Access in the capacity relevant for the program, and those not currently actively using HIFIS refer to the system when necessary or track client information using an Excel spreadsheet. It is a goal of the CE and the Service Manager to include people with lived experience in all facets of service provision, staff training (support, shelter & admin), documents created, and creation of goals of the current Coordinated Access System and HMIS. Their input has also been continuously integrated over several years through focus groups, consultations, needs assessments, reports done by United Way, the City of Kingston, the Homelessness Collective Impact Committee, various service providers and shared with the homelessness system service providers and broader community.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table
The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)			
Dataset was in place as of January 1, 2024 (or earlier)	**Can generate monthly data**	**Has set targets**	**Has an Outcomes-Based Approach in place**
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Step 4: Can report annual outcomes and set targets using data (reporting annual data in Section 4 is mandatory once annual data can be generated)			
Dataset was in place as of April 1, 2023 (or earlier)	**Can generate annual data**	**Has set targets**	**Has an Outcomes-Based Approach in place**
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment
Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.
In the last year, service provider staff have been trained and are able to upload pictures of individuals in HMIS to improve staff's ability to connect with or find clients who may become inactive in the system or may be sheltering in multiple/changing locations throughout the city. The latest upgrade to HMIS in Kingston will allow for greater detail for individuals sheltering in encampments. Also, the latest update will allow for an integrated Point In Time collection of homelessness data. The CE and System Manager continue to collaborate to reach and maintain all minimum RH requirements for HIFIS/BNL, particularly the participation of RH funded programs/service providers to have accurate data to guide decisions and work towards the targets of each of the 5 core outputs.

Additional information - Timely data

Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

→ Interaction with the system (e.g., changes from "active" to "inactive")?	Within 24 hours
→ Housing history (e.g., changes from "homeless" to "housed")?	Within 24 hours
→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)?	Within 24 hours

Additional information - Data collection and entry processes

Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.
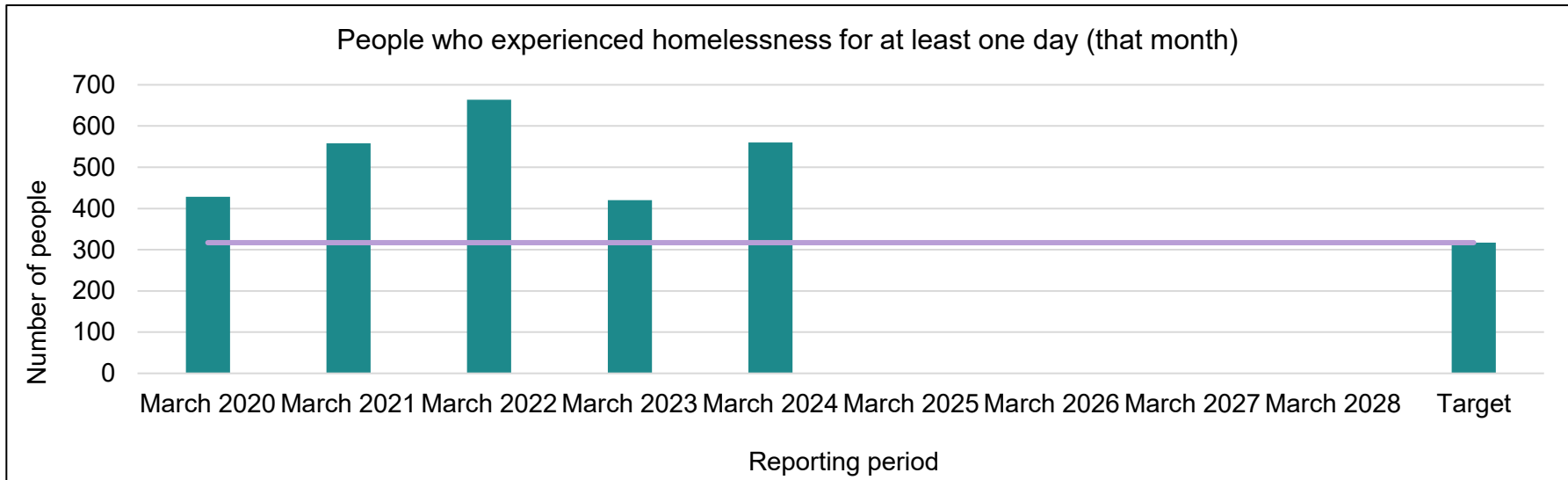
Service provider staff/access points complete a coordinated intake which is consistent at all providers. Data is uploaded immediately upon client engagement and updated continuously as the client accesses different programs within the homelessness system in Kingston. The Service Manager hosts weekly meetings to review and discuss any noticeable data/client file concerns.

For service providers that do not enter directly into HIFIS, but may have clients that are unhoused, there is a referral form that is submitted to the system manager or process in place to refer an individual to a service provider/access point.

Section 4. Community-Level Outcomes and Targets – Monthly

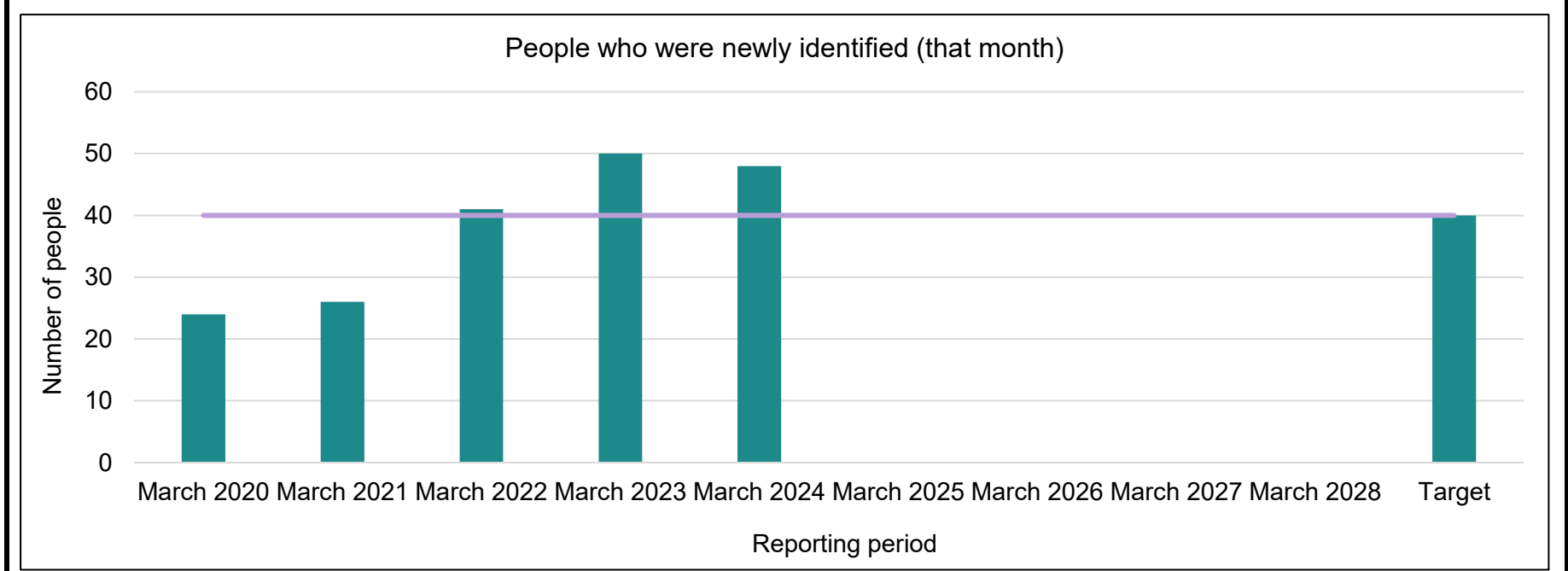**Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)	428	558	664	420	560					317

People who experienced homelessness for at least one day (that month)

O#1(M)		
What is your baseline year?		March 2023
Overall homelessness will decrease by 25% between March 2023 and March 2028.		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?		Yes, some of the data has changed
Has the target you set changed from your previous CHR?		Yes, the target has changed
Was "N/A" was used for one or more data points?		No, N/A was not used for one or more data point
Please use the following comment box to provide context on your data.		
We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years. The target has shifted from 20 to 25% reduction from baseline (5% each year over the 5 years) and we have shifted the baseline to March 2023 following the aforementioned integration which occured October 2022.		

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)
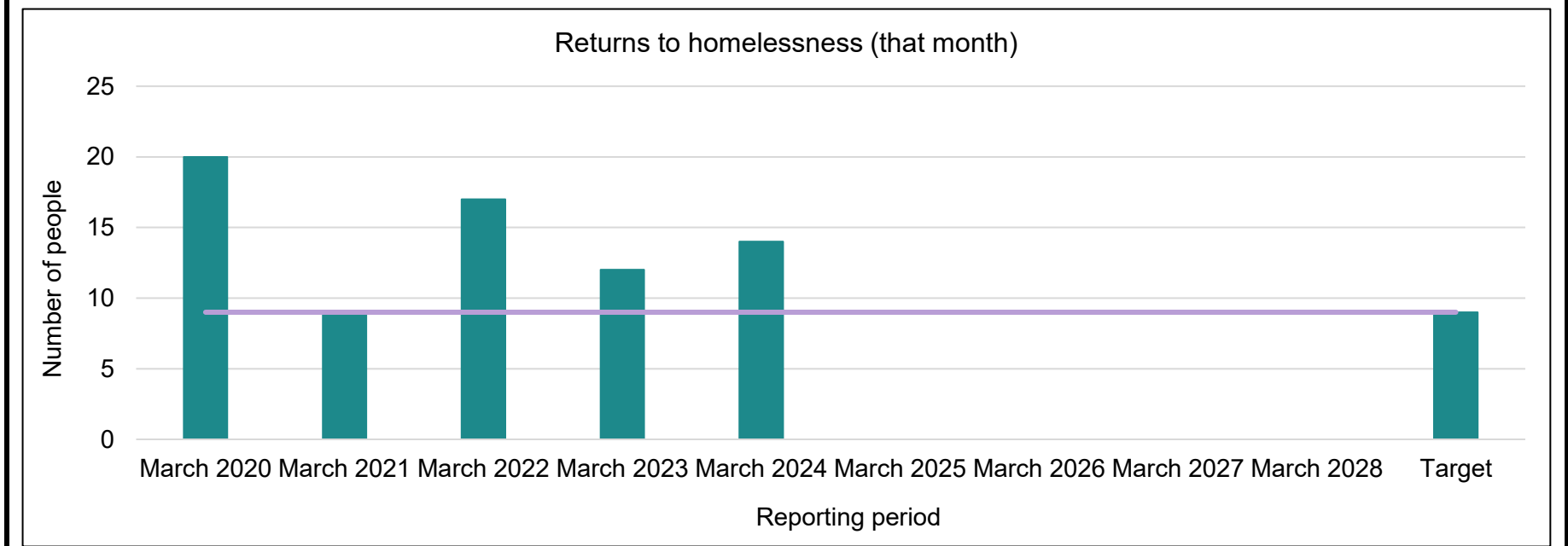
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)	24	26	41	50	48					40

People who were newly identified (that month)

O#2(M)	What is your baseline year?	March 2023
	New inflows to homelessness will decrease by 20% between March 2023 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. However, the target remains a 20% reduction.

Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)
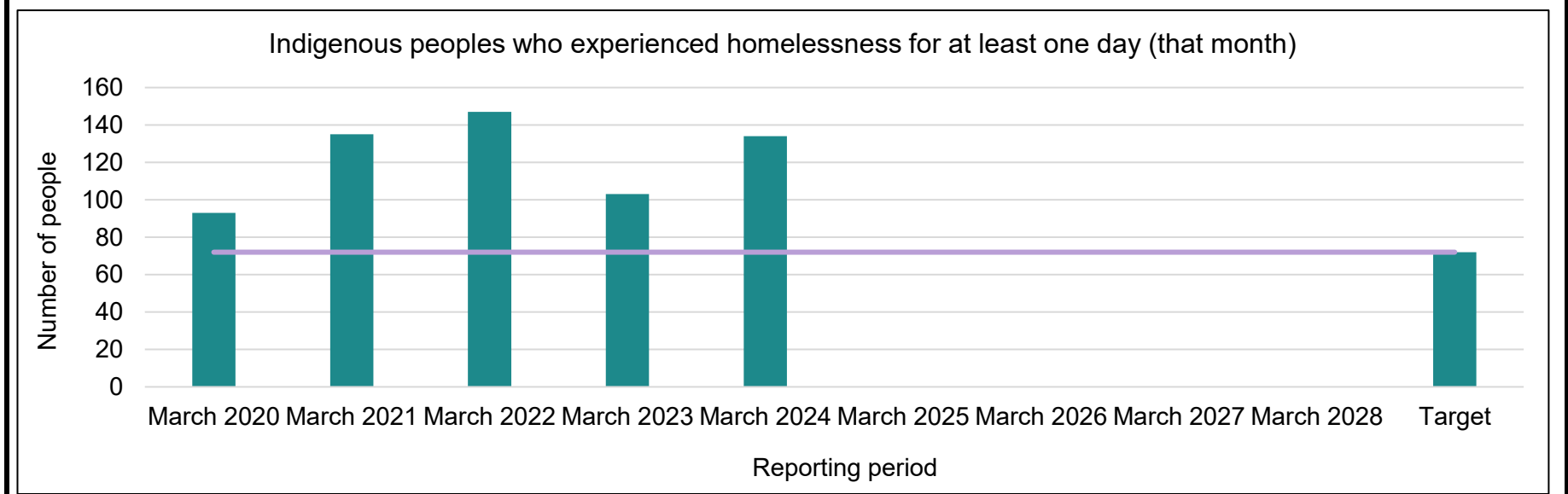
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	20	9	17	12	14					9

Returns to homelessness (that month)

O#3(M)	What is your baseline year?	March 2023
	Returns to homelessness will decrease by 25% between March 2023 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. The target changed from a 20% to 25% reduction, largely to have a rounded number.

Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)	93	135	147	103	134					72

Indigenous peoples who experienced homelessness for at least one day (that month)

O#4(M)	What is your baseline year?	March 2023
	Indigenous homelessness will decrease by 30% between March 2023 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No
	Please use the following comment box to provide context on your data.	
	We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.	

Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)	7	277	448	180	407					90

People who experienced chronic homelessness for at least one day (that month)

O#5(M)	What is your baseline year?	March 2023

Chronic homelessness will decrease by 50% between March 2023 and March 2028.

	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report

	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. However, the target remains a 20% reduction.

f) What definition of "chronic homelessness" does your community use to calculate this Outcome?

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Section 4. Community-Level Outcomes and Targets – Annual

Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)
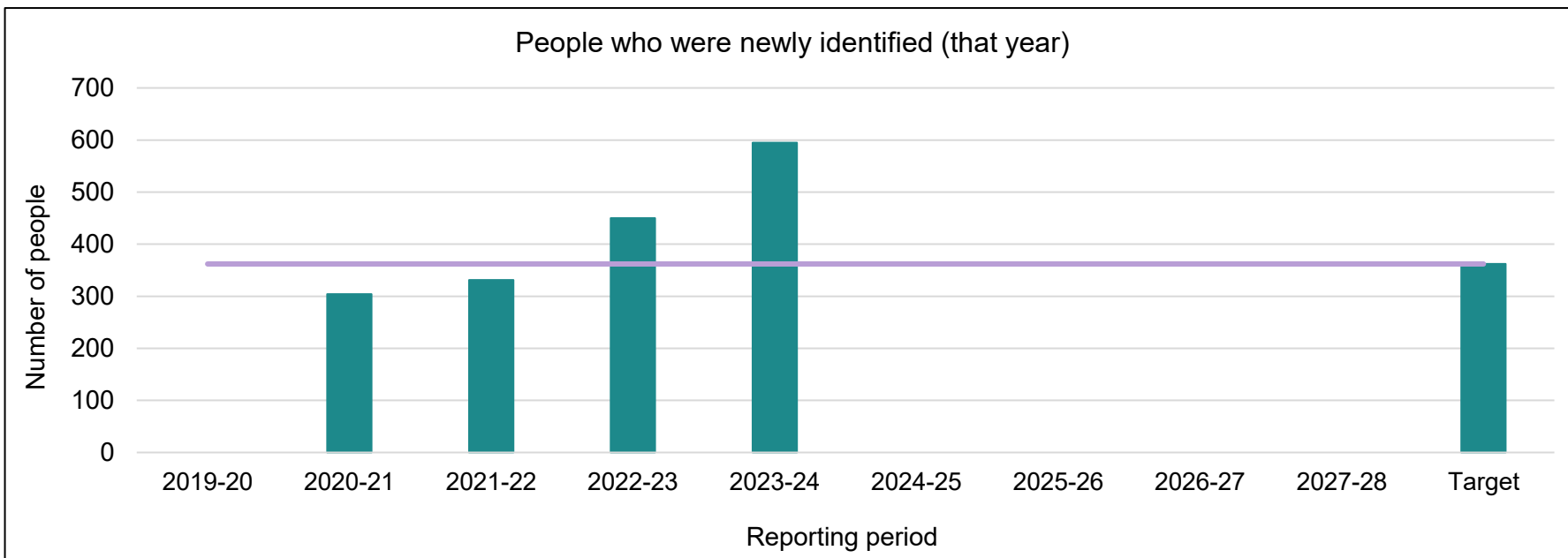
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced homelessness for at least one day (that year)		801	949	1205	1192					889

People who experienced homelessness for at least one day (that year)

O#1(A)	What is your baseline year?	2023-24
	Overall homelessness will decrease by 25% between 2023-24 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.

The target has shifted from 20 to 25% reduction from baseline (5% each year over the 5 years) and we have shifted the baseline to March 2023 following the aforementioned integration which occured October 2022.

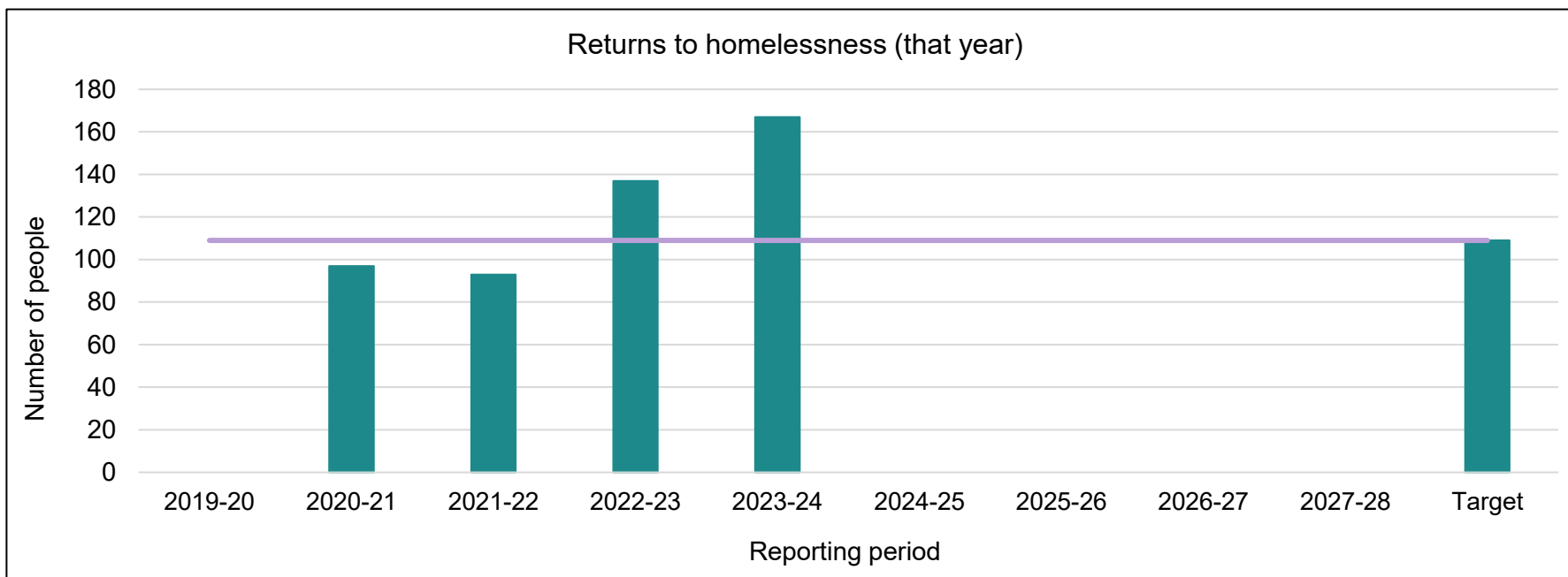**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who were newly identified (that year)		304	331	450	595					362

People who were newly identified (that year)

O#2(A)	What is your baseline year?	2022-23

New inflows to homelessness will decrease by 20% between 2022-23 and 2027-28.

How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. However, the target remains a 20% reduction.

Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Returns to homelessness (that year)		97	93	137	167					109

Returns to homelessness (that year)

O#3(A)	What is your baseline year?	2022-23

Returns to homelessness will decrease by 20% between 2022-23 and 2027-28.

How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	HIFIS Reaching Home Community Outcomes report
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. However, the target remains a 20% reduction.

Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)		190	221	262	284					184

Indigenous peoples who experienced homelessness for at least one day (that year)
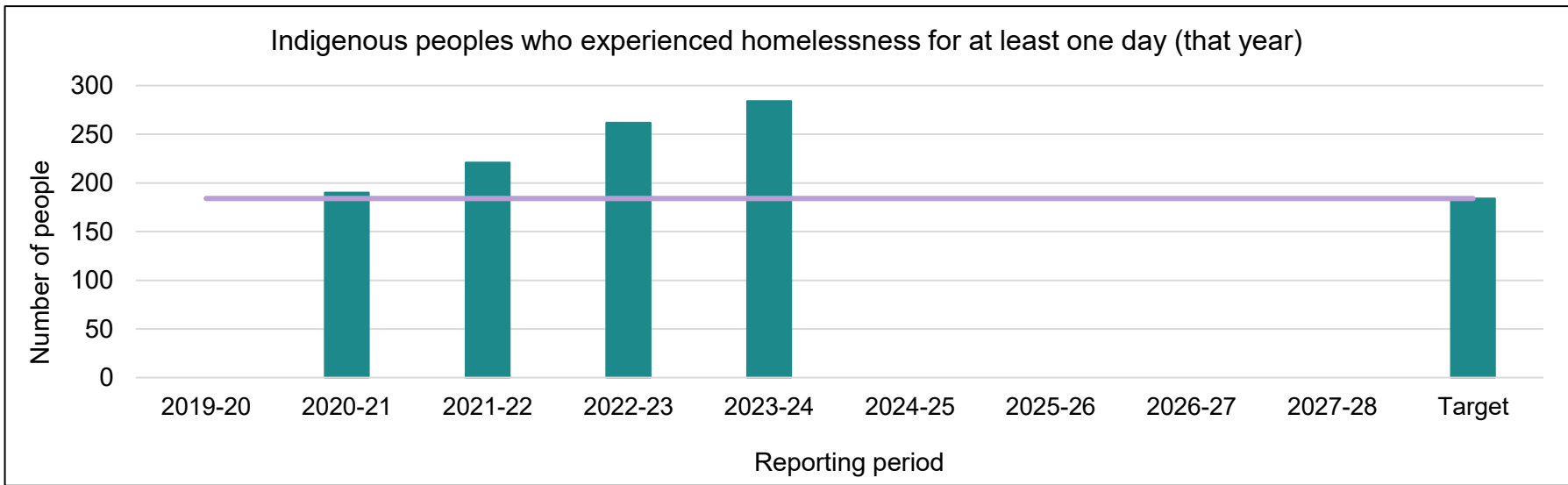
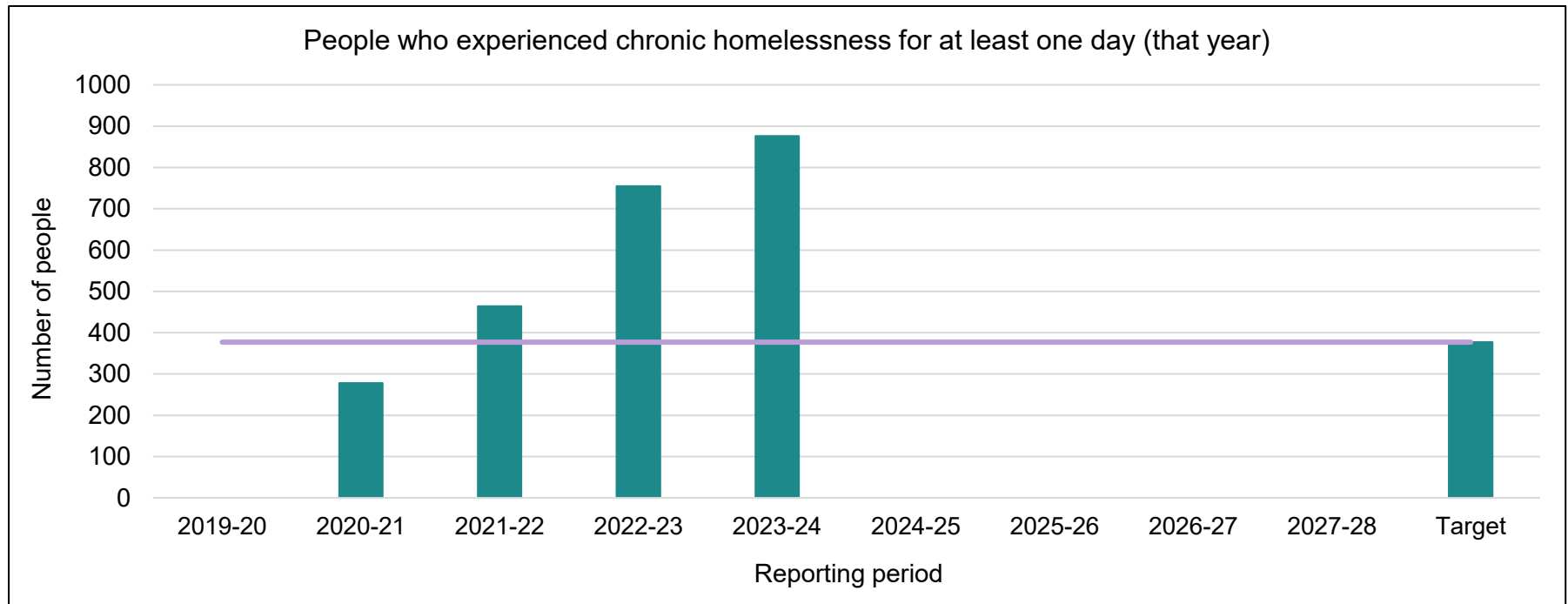| O#4(A)	What is your baseline year?	2022-23
	Indigenous homelessness will decrease by 30% between 2022-23 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No
	Please use the following comment box to provide context on your data.	

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. However, the target remains a 30% reduction.

Though we did not have a process with Indigenous partners around setting the baseline or the target, we as a community recognize that Indigenous individuals are over-represented within the unhoused population and are a priority population. This led to us setting a higher reduction target than the other outcomes, and by focusing on a larger reduction in this outcome, it will also impact the other outcomes positively

Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced chronic homelessness for at least one day (that year)		278	464	755	876					377

People who experienced chronic homelessness for at least one day (that year)

O#5(A)	What is your baseline year?	2022-23
	Chronic homelessness will decrease by 50% between 2022-23 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	

We continue to work on data integrity and improvement now that the BNL is fully integrated into HIFIS. The system manager works closely with participating service providers to ensure timely and complete entry. As it is now more fully real-time, as files and data points are updated, there have been slight changes to the numbers of previous years.
The target has changed as we have shifted the baseline to March 2023, reflecting the increased data integrity with the BNL integration into HIFIS in October 2023. However, the target remains a 20% reduction. As the Service Manager and CE increase type and amount of services, we are seeing an influx of individuals newly accessing these services.